

In order to save form information, form lists were created in the SharePoint site. The list was created to contain the values entered and submitted by the users. Using JavaScript and JQuery the values were collected, passed and saved to the SharePoint lists.

The final step is approving users requests and creating a ticket. When a user requests a service by submitting a form, the approval of the user's manager needs to be obtained in order to proceed with processing the request. Hence, several forms required the approval of managers. The aim of this last step was to automate the process of notifying managers by using the approval workflow feature provided by SharePoint. In SharePoint 2010, workflows are a set of actions used to manage and automate certain processes. In the case of the online forms project, workflows were created to notify users by email that their form service request has been submitted successfully. In addition, workflows were applied to direct the user request to their manager for approval. Once managers approve the request an email is automatically sent to Helpdesk ticketing system, allowing the relevant DoIT technician to provide the service to the user.

The conversion of the forms (twelve in total) to their online versions will reduce time and effort for both end users and technical staff. Moreover, the way the online forms are constructed will enable users to recognise the status of their request, get notified of the changes performed and increase the response speed which will all lead to an improved user experience.

